

IN THE CLAIMS

Please cancel claims 28-30 without prejudice or disclaimer.

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

Claims 1-24 (cancelled)

Claim 25 (previously presented) A method for using an enterprise service delivery technical model to develop a technical framework to provide Systems Management services to a customer, comprising the steps of:

- identifying a Systems Management solution scope specific to an information technology environment of the customer;

- inventorying existing information technology and Systems Management components supporting the information technology environment of the customer that are within the Systems Management solution scope;

- mapping the existing information technology and Systems Management components supporting the information technology environment of the customer to architectural building blocks of a predetermined enterprise service delivery technical model;

- identifying which architectural building blocks of the predetermined enterprise service delivery technical model are required to deliver the Systems Management services to the customer in accordance with the Systems Management solution scope; and

- mapping the inventoried existing information technology components that were mapped to the architectural building blocks of the predetermined enterprise service delivery technical model to the architectural building blocks of the predetermined enterprise service delivery technical model that were identified as required to deliver the Systems Management services in accordance with the Systems Management solution scope, this mapping step resulting in a list of design objects and

relationships between the design objects that will deliver the Systems Management services in accordance with the Systems Management solution scope.

Claim 26 (previously presented) The method as recited in claim 25, wherein the architectural building blocks and defined relationships between the architectural building blocks are a function of a set of predefined principles and key requirements.

Claim 27 (previously presented) The method as recited in claim 25, wherein relationships between the architectural building blocks are arranged in predefined logical levels.

Claims 28-30 (cancelled)